

Telephone User Guide

NEC SV9100



Quick Reference Guide

NEC SV9100

Function

GREEN LED
RED LED
SOLID RED OR GREEN
SLOW FLASHING LED
FAST FLASHING LED

Function Description

Your Call
Somewhere else in building (on another handset)
Station with call in progress or with a call on exclusive hold
A call that has been placed on hold
An incoming call

ANSWER A CALL

Handsets which have line keys:

If your handset rings on incoming calls, lift handset

OR

If your handset does not ring, Lift Handset and press the line key

OR

While on a call, ask caller to hold, then press "ANSWER" key (Only on ring assigned handsets)

Handsets which have CAP and Park keys:

If your handset rings on incoming calls, lift handset (call will appear on CAP key)

OR

If your handset does not ring, Lift Handset and press P/U soft key x 2

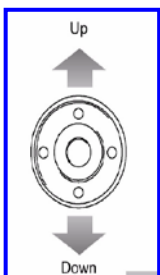
INTERNAL CALL PICKUP

When you know the extension that is ringing and want to pick up that call:

- Lift Handset
- Dial** Extn No.

HANDSET RECEIVER

SPEAKER VOLUME



USING THE UP/DOWN KEY

- Handset Receiver volume press up/down key in off hook status or during call

HANDSET ■■■■- - - - -

- Ring volume press up/down key when station is ringing.

RING ■■■■■■■■■■- - - - -

- Speaker volume press up/down key during speakerphone operation or during the call

SPEAKER ■■■■■■■■■■- - - - -

- LCD Screen Contrast press up/down key in the on-hook status

LCD ■■■■■■- - - - -

MIC / MICROPHONE

To Turn your microphone On/Off for hands free only:

LED on Mic key shows the status of the built-in microphone

Press MIC button

(Red light indicates MIC is on)

HANDSFREE

To make a hands free call,

- Press Speaker key,
- Dial Extension number OR
- Dial "0" for an outside line THEN phone number

MAKE A CALL

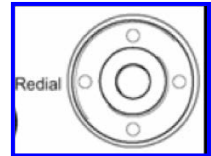
Internal Calls

- Lift Handset or Press Speaker
- Dial Extension number

External Calls

Lift handset or press Speaker

- Press "0" then dial phone number
- Press Redial then 3 digit code speed dial code



OR

HOLD

To place a call on hold:

- Press Hold button once.

To place a call on exclusive hold (no-one else can pick up your call)

- Press Feature
- Press Hold

To place a call on hold using Park keys:

- Press the first available Park button once.

TRANSFERRING CALLS

To Transfer a call to another extension:

- Press Hold to put the call on hold
- Dial Extension Number or press One Touch Key,
- Announce call
- Press Transfer OR Advise of line number
- Hang up. Call is transferred.

To transfer calls from a cordless phone (Panasonic):

- While speaking on an outside line:
- Press Recall button (which puts the call on hold),
- Dial Extension number,
- Announce the call and hang up.

TRANSFERRING TO

VOICEMAIL

To transfer a call to a person's voice mail:

- While speaking to the outside line,
- Press **Hold**
- Dial **Person's extension number**
- Press **"8"**
- Press **Transfer**
- **Hang Up**

TRANSFER OFFSITE

Transfer an incoming line to another outside line

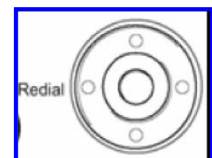
While talking to the incoming call

- Press **Hold key**
- **Select an outside line**
- Dial **Phone number**
- **Announce you will be transferring call**
- Press **Transfer key**
- **Hang Up**

REDIAL

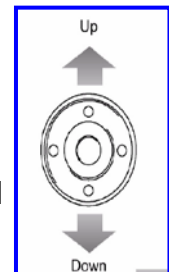
To dial the last number phoned:

- Press **Redial key** without lifting handset
- Press **#** To redial last number



OR

- Press **List Softkey** to search for desired number
- Then **Redial Softkey**
- Press **Up/Down Key** to search number
- Then **Lift handset or press Speaker** to place the call



CORDLESS PHONE

To make calls –

- Press **Talk/on** or green phone key,
- dial **0**, then
- dial **Phone number**

To answer calls,

- press **talk/on** or green phone key symbol when ringing

To Transfer calls –

- Press **Recall/Flash** to Hold.
- Dial **Extension number**, announce,

INTERNAL PAGING

To make an internal page through all desktop handsets:

- ❑ Press ICM menu option for intercom
- ❑ Press Inpg menu option for Internal Page
- ❑ Press "0" which is group no 1 for all internal page
- ❑ Lift Handset and make announcement
- ❑ Hangup

OR Manually:

- ❑ Lift Handset
 - ❑ Dial 701
 - ❑ Press "0" (for all Zones)
 - ❑ Make Announcement and replace handset
- (Note: This feature is announcement only-extensions cannot reply)

EXTERNAL PAGING

To make an external page through a Paging Horn:

- ❑ Lift Handset
 - ❑ Dial 703
 - ❑ Press "0" (for all Zones)
 - ❑ Make Announcement and replace handset
- (Note: This feature only works if an external speaker is installed)

COMBINED PAGING

To page both internal & external zones:

- ❑ Lift Handset
- ❑ Dial *1
- ❑ Make Announcement and replace handset

CONFERENCECALLS

To set up a Conference Call:

While on an Outside call or connected to your first party

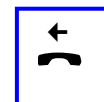
- ❑ Press ConfKey on Display
 - ❑ Dial an outside line or second party
- (When called party answers)
- ❑ Press Add key on screen
- (Repeat steps 2-4 to add more parties. Maximum of 16 internal or external parties can be conferenced).
- ❑ Press Begin to start conference

To exit a Conference without affecting the other parties:

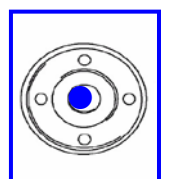
- ❑ Hang up

MISSED CALLS

To view numbers of calls missed on your handset
Your handset will display this symbol



- ❑ Press Centre button on the Jog Dial
- ❑ Press Centre button on Jog Dial to select Missed Calls
- ❑ Scroll Down soft key to desired number
- ❑ Lift Handset to call – Handset will dial automatically



OR

- ❑ Press DEL soft key to delete
- ❑ Press Store soft key to save

SET INTERCOM TO EITHER RINGING OR HANDSFREE

To select your intercom to be hands free:

- Press **Speaker**
- Dial **721**
- Press **Speaker** to hang up

To select your intercom to be ringing:

- Press **Speaker**
- Dial **723**
- Press **Speaker** to hang up

SELECTABLE RING TONES

To **CHANGE** your Extension's incoming ring tones:

- Press **Speaker key**
- Dial **720**
- Dial **1** to set **intercom** ring, or **2** to set **externalcall** ring
- Dial **Code** for the ring pattern you wish to hear:
 - 1** = High **5** = Ring Tone 2
 - 2** = Mid Range **6** = Ring Tone 3
 - 3** = Low **7** = Ring Tone 4
 - 4** = Ring Tone 1 **8** = Ring Tone 5
- Press **Speaker** to Hang Up

To Listen to the Incoming ring choices

- Press **Speaker** and Dial **711**
- Dial **1** to listen to **intercom** ring
- Dial **2** to listen to **external call** ring

Then for **INTERCOM**

- Dial **1-8** Code for ring pattern

Or for **EXTERNAL CALL**

- Dial **1-3** (ring) **4-8** (melody)
- Press **Speaker** to Hang up

STATION NAME ASSIGNMENT To assign a name to your extension number:

- Press **Speaker**
- Dial **700**
- Press **Hold**
- Enter your **Name-** up to 12 digits(## for space. # between digits on same key)
- Press **Hold**
- Press **Speaker** to hang up

To program any extension's name:

- Press **Speaker**
- Dial **700**
- Enter **Extension Number** to be named
- Enter the **Name-** up to 12 digits
- Press **Hold**
- Press **Speaker** to hang up

**CALL FORWARD ALL
CALLS TO ANOTHER
EXTENSION OR OFF-SITE**

To set via menu on the screen:

- Press PRG Soft Key
- Press C/Fwd Key
- Press AllKey
- Press Set Key
- Dial The Extension Number
OR
- Dial "0" for an off-site number, then dial the number
(eg: 0, 0418710111)
- Press Speaker key to hang up

To set on a handset without a display screen:

- Press Speaker
- Dial Call Forward Code - 741 for immediate
- 744 for busy/no answer
- Dial 1 to set
- Dial extension number
- Press Speaker

To deactivate:

- Press PRG
- Press C/fwd
- Press All
- Press Cancel
- Press Speaker
Hang up

**CALL FORWARD YOUR
HANDSET TO VOICEMAIL
IF BUSY/NOT ANSWERING**

To set via menu on the screen:

- Press PRG Soft Key
- Press C/fwd Soft key
- Press Arrow end option on menu
- Press B/NA for Busy/No Answer
- Press Set
- Dial "200" for voicemail
- Press Speaker key to hang up

To Cancel

- Press PRG Soft Key
- Press C/fwd
- Press Arrow end option on menu
- Press B/NA
- Press Cancel
- Press Speaker to hang up

DO NOT DISTURB

To Activate via Menu on the screen:

- Press **PRG** Soft Key
- Press **DND** Soft Key
- Press **Set** Soft Key
- Press **All** Soft Key

To Deactivate via Menu on the screen:

- Press **PRG** Soft Key
- Press **DND** Soft Key
- Press **Cncl** Soft Key for Cancel

To Activate On and Off on a handset without display: (Leave Handset Down)

- Press **Speaker**
- Dial **747**
- Dial **DND Option Code**
 - 1 = Block incoming calls
 - 2 = Block internal intercom
 - 3 = **Block All calls**
 - 4 = Block Call Forwards Only
 - 0 = Cancel DND

BACKGROUND MUSIC

Can be played through telephone speaker

To set and cancel

- Press **Speaker**
- Press **725**
- Press **Speaker**

ALARM CLOCK

To activate an alarm:

- Press **Speaker**
- Dial **727**
- Dial **Alarm Type**
 - 1 – Sounds Only Once
 - 2 – Sounds each day at preset time
- Dial **Alarm time**(24 hour clock) (A confirmation tone will be heard)
- Press **Speaker** to hang up

To silence an alarm:

- Press **Exit**

To check a programmed alarm time:

- Press **Helpbutton**
- Dial **727**
- Dial **alarm type 1 or 2**
 - The programmed time displays
- Press **EXIT**

To cancel an alarm:

- Press **Speaker**
- Dial **727**
- Dial **alarm type 1 or 2**
- Dial **9999**
- Press **Speaker** to hang up

CHANGING THE TIME

Note – Must be done from reception or main handset

Leave Handset Down

- Press **Speaker**
- Dial **728**
- Dial two digits for the **hour** (24 hour)
- Dial two digits for the **minutes**
- Press **Speaker** to hang up

NOTE: *The date can only be set / changed in system programming*

BARGE IN (INTERRUPTA CALL) *Note - Must be activated in programming

- Lift **Handset**
- Dial **710**
- Dial **Busy Extension**(The extension user will hear a warning tone).

ROOM MONITOR

Room monitor lets an extension listen to the sounds in co-workers area, for example, a receptionist could listen for sounds in the warehouse when it's left unattended.

NOTE: *(A Room monitor key must be programmed. Room monitor must be activated at the extension initiating the monitor and at the extension that is to be monitored. You can only listen to one extension at a time.)*

To activate Room Monitor from initiating extension:

- Press **Room Monitor key**
- Dial **Extension number** you are at
(You can place and answer calls whilst monitor is active)

To activate Room Monitor from extension to be monitored:

- Press **Room Monitor key**
- Dial **Extension number** you are at

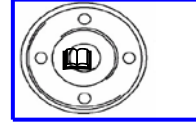
DIRECTORY DIALLING

Displays a list of Speed Dials, Extensions, Personal Speed Dials, and the Telephone Book to select from:

To Access The Telephone Book directly:

- Press  on the Jog Dial

OR



For all other lists:

- Press **Dirsoft** key (for directory)
- Press **Soft** key (according to list)

SPD – Speed Dials
EXT – co-worker's Extensions
STA – Personal Speed Dials
TELBK – Telephone Book

THEN

- Dial The **first letter** of the name you are looking for
- Press **↓** Soft Key to jump to that section
- Press **Arrow** up or down to scroll through the list
- Lift **Handset** or press **Dial** Soft Key or press **Speakerto** place call

To cancel Directory Dialling:

- Press **Exit** key

SYSTEM SPEED DIALLING

To Store Abbreviated Dialling number:

- Press **Speaker** key.
- Dial **753**
- Dial **Speed Dial Code- System 001 to 999**
- Dial **Telephone Number** you want to store (no leading 0 required).
- Press **HOLD.**
- Enter **Name** of the company or person using the keypad.
(## for space,# to move cursor if two digits on same key)
- Press **HOLD.**
- Press **Speaker** to hang up.

To Dial Abbreviated number:

- Press **DIR** soft key menu button,
- Press **SYS** soft button,
- Enter **First letter** of their name,
- Press **Arrow keys** to scroll,
- Lift **Handset** to dial

OR

If you know the code you wish to dial:

- Press **Redial**
- Dial **Code (eg:001-899),**
- Lift **Handset** or Press **Speaker**

Access Speed Dials from Cordless

- Press **Talk/On Button**
- Press **#2**
- Dial **Speed dialcode**

Check Abbreviated Dialling numbers:

- Press **Help**
- Press **Redial key**
- Dial **Abbreviated Dialling Code** and check number
- Press **Exit** when finished

PROGRAMMING ONE TOUCH BUTTONS


Program One TouchButtons for External Phone Numbers:

- Press SPK
- Dial 751
- Press KEY you wish to program
- Enter 01
- Enter 0 for an outside line
- Enter Phone number
- Press HOLD
- Press SPK

Program Function Buttons for Internal Extensions:

- Press SPK
- Dial 751
- Press KEY you wish to program
- Enter 01
- Enter Extension Number
- Press HOLD
- Press SPK

Program Function Buttons for all other features:

- Press SPK key
- Dial 751.
- Press Key you want to program.
- Enter 2-digit key function (see next page) 
- Press HOLD
- Press SPK

Program Function Buttons for extension names:

- Press SPK key
- Dial 751.
- Press key you want to program.
- Enter 55
- Press Hold
- Press SPK

Program extension names:

- Press Ext Names Button
- Enter Extension Number
- Type The extension Name(remember # for space, Conf for backspace)
- Press Hold
- Press SPK

Available 2-digit key functions are:

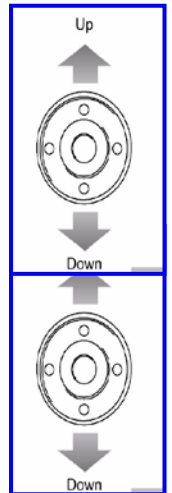
- 00 Not Defined
- 01 DSS/One-Touch Key
- 03 DND Key
- 04 BGM (ON/OFF)
- 05 Headset Key
- 08 Incoming Caller-ID List
- 09 Day / Night Switch
- 10 Call Forward-Immediate
- 11 Call Forward-Busy
- 12 Call Forward-No Answer
- 13 Call Forward-Busy/No Answer
- 14 Call Forward-Dual Ring
- 15 Call Forward-Follow Me
- 16 –Not Used-
- 17 –Not Used-
- 18 Text message set up.
- 19 External Group Paging
- 20 External All Call Paging
- 21 Internal Group Paging
- 22 Internal All Call Paging
- 23 Meet-Me Answer to Internal Paging
- 24 Call Pickup for Own Group
- 25 Call Pickup for Another Group
- 26 Call Pickup for Specified Group
- 27 Abbreviated Dial-Common/Personal
- 28 Abbreviated Dial-Group
- 29 Repeat Dial
- 30 Saved Number Redial
- 31 Memo Dial
- 32 Meet-Me Conference
- 35 Call Back Request (camp on)
- 37 DND/FWD Override
- 38 Message Wait Button
- 55 Extension Name Edit
- 63 Restrict Caller-ID (ISDN)
- 45 Exclusive Hold
- 48 Voice Over
- 49 to Redirect
- 50 Account Code
- 66 CTI Comms
- 77 Voice Mail(In Skin)
- 78 Conversation Record
- 79 Automated Attendant
- SC 852:
- *00 Not used
- *01 Trunk Key
- *02 Trunk Group/ Loop Key

- *03 Virtual Extension Key
- *04 Park Hold Key
- *05 Loop key

TO SET YOUR PHONE TO DISPLAY A MESSAGE ON THE SCREEN WHEN SOMEONE DIALS YOUR EXTENSION (FOR WHEN YOU ARE OUT OF THE OFFICE):

Set up a Text Message Key first – Spkr 751, press spare button, dial 1801, press hold, press speaker
Then to set:

- Press **Speaker Button,**
- Press **Text Message Key (programmed above)**
Use the up/down keys to scroll through options
Select Option Code Below
Changetime as appropriate, press speaker to set



01 In meeting until ____:____
Enter Time,

- Press **Speaker button to set.**

02 In meeting room

- Enter **Time,**
- Press **Speaker button to set.**

03 Come back

- Enter **Time coming back,**
- Press **Speaker button to set.**

04 Please call

- Enter **Phone number,**
- Press **Speaker button to set.**

05 Busy call after

- Enter **Time,**
- Press **Speaker to set.**

06 Out for lunch back at/.....

- Enter **Time,**
- Press **Speaker button to set.**

07 Business Trip back at/.....

- Enter **Date,**
- Press **Speaker button to set.**

08 Business Trip.....one day trip

- Enter **Date,**
- press **Speaker button to set**

09 Gone for the day.

- Press **Speaker button to set.**

10 On Vacation until/.....

- Enter **Date,**
- Press **Speaker button to set**

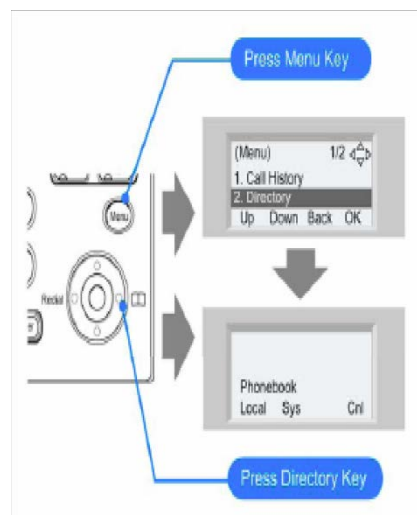
To cancel

- Press: Speaker
- Press Test Message Key
- Press Speaker to hang up

* Techs can program custom messages if required, e.g. codes 11-20

SOFTKEY MENU (MENU'S ON DISPLAY SCREEN)

No.	Menu Item	Description
1	Call History	To view Call History. For details, see Call History operation section.
2	Directory	To use Directory function. For details see Directory operation section
3	Tool	Uses when accessing external XML Server. For details, please contact the system administrator.
4	Call Function	Currently Not Used (greyed out)
5	Setting	To set up the terminal such as ringing volume control, LCD display setting and download of Music on Hold.
6	Presence	Currently Not Used (greyed out)
#	Favorite	By registering frequently-used features as favourite, the user can access these features with simple operation.
0	Terminal Config	This item is used for Configuration setting of DT Series.



History Menu

LIST MENU	Key	Name	Description
	1	REDIAL	Detailed info. of last call
	2	CID	Former records

Directory Menu

Key	Name	Description
1	REGIST	To add new data
2	SEARCH	To find registered data
3	SETTING	
4	Delete All	Delete all history

